

Wisconsin Women's



Correctional System

Annual Report 2014

July 1, 2013 – June 30, 2014

Warden Deanne Schaub

Taycheedah Correctional Institution

Milwaukee Women's Correctional Center

Robert E. Ellsworth Correctional Center

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MESSAGE FROM THE WWCS WARDEN AND ADMINISTRATIVE TEAM

Welcome to the Fiscal Year 2014 Annual Report for July 1, 2013 to June 30, 2014. This report recognizes and highlights all the hard work and dedication of staff in the Wisconsin Women's Correctional System (WWCS). Our Mission is to provide female inmates a safe and secure environment which is gender responsive and utilizes gender specific strategies to assist in successful inmate transition and return to their families and communities. Throughout the year, our dedicated staff met many new challenges and worked professionally and collaboratively in meeting our Mission.

Fiscal year 2014 brought a number of opportunities, challenges and changes to the Women's System that is outlined in this report. Notably the population of the Women's System has been increasing in the past two years. WWCS continues to emphasize programs to assist in preparing the women for successful re-entry in the community.

Managing the activities and behaviors of female inmates who live in a place they do not want to be can be challenging. As you read through this report you will find that the structure and programs of the WWCS facilities provide them with an opportunity to improve their chances of living a crime-free productive life upon their return to the community. We focus on community safety promoting inmate preparation for their re-entry into the community. Offense related programming, education and the pre-release curriculum have been a major focus in preparing for their release.

We are proud of all the community service activities that are occurring at all the WWCS facilities. The inmates are learning how to be a good community member and the importance of making our communities safe.

There are numerous day to day challenges, opportunities and achievements that occur as a result of staff's commitment to their profession in WWCS. Professional communication, teamwork and a positive attitude are the main contributors to the many accomplishments and successes in WWCS.

As you read this report, you will find there are many diverse operations that take place in the WWCS and the accomplishments are not all inclusive. On behalf of the Wisconsin Women's Correctional System staff, we proudly present our Annual Report.

Deanne Schaub
WWCS Warden

Mark Wildman, PhD
WWCS Deputy Warden

Pamela Zank
MWCC Superintendent

Michelle Hoffman
REECC Superintendent

TAYCHEEDAH CORRECTIONAL INSTITUTION

751 County Road K, P.O. Box 1947
 Fond du Lac, WI 54936-1947
 920-929-3800

**INTERESTING FACTS**

TCI opened: 1921
 Number of Acres: 50
 Security Level: Max/Medium
 Bed Capacity: 752 Females

Current Population: 762 (as of 06/30/14)
 Uniformed & Non-uniformed Staff: 388
 Includes permanent, BHS and LTE staff

Annual Operating Expenditures:

General Operating budget (Including Salaries)	\$34,097,271
Fuel & Utilities	\$1,577,918
Maintenance & Repair	\$260,288
Goods & Services for Inmates (Variable Non-Food)	\$1,411,999
Institution Food	\$1,154,616
Capital	\$123,590
Purchase of Services (Programming)	\$228,599

Inmate Wages:

Institution	\$293,380
Project Crew	\$9,780
Work Release	\$881,855
BSI	N/A

Obligations/Collections:

Child Support	\$39,050
Court Ordered	\$30,375
VWS / DNA	\$44,430
Institution Restitution	\$4,225
Room	\$166,730
Board	\$52,795
Transportation	\$136,970

Inmate Revenue Accounts:

Collected the following revenues from inmates for their use/participation in various activities

Telephone Commission (184)	\$43,331
Other 166 Accounts	\$93,983

Expended from these revenue funds for various purchases directly benefiting the inmates and their visitors \$99,82

(Budgetary statistics reflect TCI and two centers)

A LITTLE HISTORY

Taycheedah's history began in the early 1800's, when Governor James Doty established a home in Fond du Lac, which to this day stands on the institution grounds. In the early 1850's, female inmates were housed in the Wisconsin State Prison, known today as Waupun Correctional Institution. Work began in 1912 on the creation of a female facility and in 1921 the Wisconsin Industrial Home for Women was opened. Those first women were mostly committed for so called "crimes against morality" while repeat and more violent or serious inmates were housed at the prison in Waupun. In 1931, work began on the Wisconsin Prison for Women, to be located adjacent to the Industrial Home. The facility was completed and opened in 1933, and the women who had been at Waupun were transferred here. There were two separate facilities operating on the same grounds. In 1945, the two facilities were consolidated and given the name Wisconsin Home for Women. In 1975, the Legislature changed the name to Taycheedah Correctional Institution. In October 1992, Governor Thompson's Prison Construction Plan authorized construction of a new 12' fence with razor wire and electronic detection, as well as a perimeter road with exterior lighting. In 1995, the first housing unit erected since 1933 was opened. In August of 1997, a barracks unit was opened. In 2002, two new buildings were opened a special management unit, Restrictive Housing Unit, and a general population building. HSU unit was remodeled and expanded to open in 2004. In December of 2004, TCI took over all of the female intake Assessment and Evaluation (A&E) responsibilities from Dodge Correctional Institution (DCI). August 21, 2005 all of the female facilities combined and officially became the Wisconsin Women's Correctional System. USDOJ filed a federal lawsuit against TCI in 2005 and ACLU filed a certified class action lawsuit in May 2006 to afford better medical, dental and mental health treatment, and ADA accommodations identified as deficient at TCI. The 3rd floor of Addams Hall was renovated and opened in May 2007 to provide additional bed space due to an increase in population. Population soared over 800 inmates in December 2007. Remodeling construction began in February 2008 in existing Gower building to provide new A&E intake area for new admissions. Addams Hall 3rd floor closed in June, with population averaging 750. Construction to expand the Gatehouse was completed in September 2008. The 3rd floor of Addams Hall was reopened again May 1, 2013 and has remained open due to increased population. Construction began for three new buildings at TCI: The Services Building will house canteen, laundry, store, and the Building Maintenance and Construction vocational program. The completion date was October 2011. The Segregation Addition and Treatment Building provided additional programming space to meet the requirements of the USDOJ MOA. Construction of all three buildings was completed in 2012.

ACCOMPLISHMENTS

Buildings and Grounds

TCI

- Chapel/Office – Roof replaced – Aug. 2013
- Prescott Food Service – Installed new bakery rotary oven – Aug. 2013
- AB Housing Unit – Installed three new domestic water heaters – Sept. 2013
- Homestead – Building Envelope project – Oct. 2013
- Harris Hall – ADA handicapped ramp upgrade project – Oct. 2013
- Addams Hall – ADA handicapped ramp and sidewalk upgrade project – Oct. 2013
- Harris Hall – Building Envelope project – Nov. 2013
- Implemented Building Services vocational inmate maintenance work crew – Dec. 2013
- Vocational inmate crew repaired all showers wall/floor grouting and ceramic tiles
- Harris Hall – New porch roofs and railings project – April 20

MWCC

- Showers remodel project – Dec. 2013
- Replace HVAC controls and boilers projects approved – April/May 2014

REECC

- HVAC controls project approved – Feb. 2014
- Inmate shower repair project started – April 2014
- New dock leveler and overhead door installed for recycling loading area – May 2014

Business Office

During fiscal year 2014 Business office staff:

- Processed over 1,600 Request for Purchases and Purchase Orders.
- Processed approximately 4,300 invoices/transactions for payment.
- Disbursed over 3,000 checks to vendors.
- Processed approximately 360 Staff Travel Vouchers.
- Processed approximately 7,400 disbursements requiring issuing checks on behalf of inmates.
- Processed almost 24,750 transactions for state collections.
- Receipted over 18,730 money orders/checks for inmates.
- Processed over 1,000 inmate checks for release.
- Sold over 3,700 photo tokens to visitors.

Canteen

During fiscal year 2014 TCI canteen:

- Processed 17,770 inmate canteen orders.
- Sold over 554,100 items.
- Total sales of \$577,150.
- Collected \$9,700 in WI sales tax
- Held several fund raising events including Holiday Orders, Cousin Sub Sales and Girl Scout Cookie Sales.

Store

- Received over 1,270 deliveries from vendors.
- Purchased institution supplies and maintained (an average of \$250,000) inventory to provide smooth, continuous operations of departments and the institution.

Education

Completions Fiscal 2014

- # of GED/HSED Graduates = 73
- # of 5.09 HSED Graduates = 3
- # of Vocational Graduates = 36
- Two graduation ceremonies were held for students in FY14
- Twenty-three inmates from TCI participated in the UW-Oshkosh Inviting Convicts to College program during the fall 2013 and spring 2014 semesters.

Food Service

- Served over 868,000 meals maintaining an average cost of \$0.93 per meal (\$807,283.60).
- As a community service, over 2700 lbs. of left over foods was packaged, labeled, and provided to a local food bank (Broken Bread, Food Distribution Program).
- Four institution gardens were planted and maintained by inmate garden workers with fresh vegetables consisting of tomatoes, green peppers, cucumbers, radishes, spinach, cabbage,

green beans, broccoli, acorn squash, cantaloupe, watermelon, cauliflower, leaf lettuce, summer squash, zucchini, eggplant, hot peppers, snap peas and carrots to be utilized by the Food Service Department. Herbs including chives, basil, dill, oregano, thyme and parsley were also harvested to be utilized in the Food Service Department to offset the cost of purchasing dry herbs/spices.

- A total of 15,505.50 lbs. of vegetables and herbs were harvested from the four gardens. Sales of vegetable and flower plants were opened up to visitors this year along with sales to staff for a total sale of over \$2000.

Health Services Unit (HSU)

- Completed over 256,745 on-site healthcare appointments and sick calls (MD, NP, or RN).
- Responded to and provided urgent and emergent care on 2,141 occasions.
- Physicians and Nurse Practitioners performed over 639 new intake physical exams.
- Triageed over 35,403 Health Service requests.
- Dispensed over 81,560 dictation prescriptions.
- Processed over 4,389 labs.
- Performed 346 onsite x-rays.
- Performed 163 on-site ultrasounds.
- Completed on-site 504 Optometry examinations.
- Arranged and completed over 1,881 offsite specialty clinic visits.
- Provided nearly 191 digital mammograms onsite.
- Dental department performed nearly 2,906 dental exams and treatments.
- Dental Hygienist completed over 358 routine cleanings.

Human Resources (HR)

- Human Resources personnel provide services to the following employees in WWCS:
 - TCI employs 388 staff.
 - REECC employs 118 staff.
 - MWCC employs 26 staff.
 - Total employees = 532

This total includes permanent BHS and LTE staff on site at these locations

Employee Services Program (ESP)

The TCI ESP committee involves various staff across disciplines to sponsor projects for staff participation throughout the year. The committee's goal each year is to complete at least one project a month focusing on wellness for the employees, opportunities for staff to work together, and to give back to the community.

Inmate Complaint Examiner (ICE)

- Total number of accepted complaints filed at TCI for FY14 was 904 compared to 1005 total complaints in FY13.
- Complaints returned to inmates for not meeting Admin Code 310 specifications for filing totaled 794 for FY14.

Continuous Quality Improvement (CQI) Council

- Conducted monthly meetings, instituted procedures outlining committee activities, and implemented a TCI Annual CQI plan.
- Developed and initiated the 2014 CQI plan. This plan continues to support a decentralized process throughout TCI for the for the CQI process with the imitation and implementation of CQI projects.
- Audits have led in several cases to quality improvement interventions ranging from policy modification to further staff training utilizing best practice guidelines.

- 16 CQI projects were opened and 7 were closed; both categories were reviewed and evaluated by the CQI Council.
- TCI's Quality Improvement Process has been evaluated as satisfactory by the NCCHC reviewers during TCI's accreditation process in May of 2014.

Monarch Special Management Unit (MSMU)

- The Strength Program (Dual Diagnosis) graduated 10 inmates.
- MSMU held their 2nd Annual Recognition Ceremony "Believe" Inmates were recognized for their hard work and dedication to group participation.
- A wing on MSMU was dedicated to housing inmates that were maximum custody due to their sentence structure, not their behavior.
- MSMU continues the ability to offer at least 10 hours of programming to each inmate.
- Each inmate referred to MSMU has had a personal Treatment Plan developed.
- Inmates may now be recognized for going above and beyond and be placed in Gold phase, allowing them certain privileges.
- MSMU inmates may now work in jobs outside of the unit i.e. kitchen, recycling, as part of their Treatment Plan.

Psychological Services Unit (PSU)

- Completed "Trauma in the Workplace" training for all institutional staff.
- TCI revamped the group programming services for segregation inmates to align the criminogenic needs.
- In July 2013, TCI hosted a continuing education event for PSU staff related to working with female sexual offenders.
- PSU staff continued involvement in a 2-year training in Dialectical Behavioral Therapy (DBT) program implementation and in October 2013, the evidence-based program expanded by adding a second group.
- In April 2014, trauma treatment was expanded and the number of inmates participating in Trauma Recovery and Empowerment (TREM) doubled when a second group was added.
- Provided placement for 2 Doctoral level interns placed at TCI under the DOC's American Psychological Associate (APA) approved internship program.

Psychiatric Services

- Four CQI projects were completed.
- Two audits of the incorporation of psychiatric diagnoses onto the medical record's problem list were executed in 8/13 and 2/14.
- Two audits of the completion of psychotropic drug signed consents were executed during 8/13 and 2/14.

Psychiatric Service components:

- New Intakes Seen: 323
- Emergent/urgent visits 79
- Health Service requests 1220 for first 6 months (2014 HSR's are now melded with medical HSR's)
- Total clinic visits 6673

Records

- Implementation of receiving, storing and maintaining the archived inmate files for female inmates.
- Responded and processed requests from DCC agents on verification of time served.
- Continuation of implementing Wisconsin Integrated Computer System (WICS) and provided WICS training.

- Cross trained employees in job duties.
- Provided assistance to Department of corrections PMR audit.
- Produced quarterly newsletters for community non-profit agency.

Security

- All Security Staff have received annual training by using a one day training block. Training in the Spring consisted of Weapons Requalification, and Incapacitating agents update. Principles of Subject Control (POSC), Suicide Prevention, Mental Health, Fire Science and Scott Air Pack were completed in the Fall.
- Suicide prevention drills were conducted monthly on rotating shifts.
- Fire Drills conducted monthly on rotating shifts.

INSTITUTION PROGRAMS **SOCIAL SERVICES**

TCI Social Services continued to offer a variety of management services affecting the unique needs of the female inmate's incarceration, rehabilitation efforts, and successful return to the community.

RELIGIOUS SERVICES/PROGRAMS

Taycheedah Correctional Institution provides a wide range of religious programming for all inmates. Protestant, Catholic, Islamic, Pagan, Eastern Religions, and Native American worship services are held on a regular basis. In addition to worship services, 14 unique religious and spiritual study groups are held weekly, bi-weekly or monthly. Some of these programs are open to those of a particular faith and others are offered regardless of religious preference. One on one pastoral and spiritual counseling is offered by outside clergy, laity, and other spiritual mentors. A dedicated team of over 300 volunteers help to provide worship services, study groups, and one on one pastoral and spiritual counseling.

The inmate population as of 6/30/2014 reflected the following religious preferences:

- | | |
|--------------------------|------------------------------|
| • Protestant = 67.83% | • Jewish = <1% |
| • Catholic = 14.34% | • Islamic = 3.5% |
| • Native American = 6.2% | • Eastern Religions = 2.2% |
| • Pagan = 4.1% | • Other/no preference = 2.7% |

In FY14, the following materials were distributed to inmates at no charge to them. (All materials were donated by outside sources or purchased through funds donated by inmates or public donors to the TCI Chapel Fund):

- | | | | |
|--------------------------|-------|--------------------------|--------|
| • Bibles | 817 | • Greeting cards | 16,955 |
| • Rosaries | 15 | • Religious books loaned | 4,424 |
| • Calendars | 1,410 | • Books | 718 |
| • Religious Publications | 4,360 | | |

When requested or by staff referral the Chaplain provides short term-solution focused, spiritual, pastoral, and grief counseling. In addition, the Chaplain arranges for inmates to receive pastoral visits from clergy and spiritual mentors and trained volunteers.

Special activities and events in FY14 included:

- Prison Fellowship "Angel Tree" program which provides Christmas gifts for inmates' children.
- Salvation Army Christmas Toy Project which provides toys for inmates' children in Wisconsin/Upper Michigan.
- Ramadan Feast
- Good Friday worship services – two programs.
- Volunteer orientation

PSYCHOLOGICAL SERVICES UNIT

Taycheedah Correctional Institution is entrusted with the challenge of providing treatment to incarcerated female inmates. Traditional treatment approaches often neglect issues unique to female inmates. Psychological Service Unit (PSU) staff attempt to provide female inmates with programs geared specifically towards women's issues.

Population

Approximately 85% of inmates housed at TCI are identified as having some form of mental illness. Slightly more than 37% are diagnosed with a serious mental illness including major depressive disorder, bipolar disorder, psychotic disorders, and behavioral disorders which significantly impact the inmate's ability to function effectively. More than 48% of inmates are diagnosed with less significant mental health needs including anxiety disorders, adjustment disorders, and less disturbing mood disorders. Eighty-five percent of the mental health caseload (73% of all inmates) is prescribed psychotropic medications.

MONARCH SPECIAL MANAGEMENT UNIT

Monarch Special Management Unit (MSMU) is a 64-bed specialized management unit for inmates who have been referred due to mental or emotional problems and/or cognitive deficiencies or who have a special need identified by medical staff or via other means requiring specialized care. The unit is managed by a Program Supervisor in collaboration with a Security Supervisor, and with consultation by the Psychology Manager and Psychiatry Supervisor. Program components are highly individualized and consider the inmate's security, daily living, clinical, medical, educational, offense related, and rehabilitative needs. Each inmate has an individual treatment plan that is reviewed every 6 months or prior if deemed necessary by the TX team.

AODA

The Taycheedah Correctional Institution AODA Program is specifically developed for women in recovery and works towards empowering women to make healthier life choices.

EDUCATION

Educational programming at Taycheedah Correctional Institution reflects the needs of the female inmate with the intention of enhancing basic education, providing practical job skills, and helping inmates acquire attitudes and self-direction needed to perform ethically and productively in the community upon release. Inmates can participate in academic and vocational education in Simpson Hall while at Taycheedah. In addition, the school offers library services, correspondence education, and computer assisted instruction as well as teacher-taught Re-entry modules.

VOCATIONAL

The Moraine Park Technical College (MPTC) certifies vocational programs offered at TCI. Credits earned are transferable to the Wisconsin Technical College System for continuing education. Inmates earn certificates or diplomas from MPTC upon completing one of the following Taycheedah taught programs:

- Cosmetology Program
- Dental Laboratory Technician Program
- Building Maintenance and Construction Program
- Office Software Applications Program

HARRIS HALL COMMUNITY SERVICES

TCI has an inmate Community Service Program in Harris Hall that has established a partnership with a number of community agencies throughout the state. Community Service inmates sew scarves, place mats, totes, quilted blankets, quilt tops, table runners, wall hangings, wheelchair bags, checkbook covers, eyeglass cases, hot pads, microwave bowl covers, coffee cup sleeves,

aprons, crayon bags, purses. Knit and crochet hats, scarves, mittens, socks, sweaters, diaper cover sets, and infant cocoons for many non-profit organizations. TCI does not sponsor any fundraisers, but donates goods to be sold, auctioned off or raffled to non-profit organizations for their fundraisers. Approximately 24,960 inmate hours were worked in FY14 with items donated back to 40 charities.

RECREATION

Recreational programming continues to be a valuable tool in the reduction of inmate idleness, to build self-esteem and a feeling of accomplishment. A healthy body contributes to a healthy mind and attitude. Simpson gym and outdoor recreation areas are accessible for all inmates, including those that are physically challenged. Recreation periods are offered at various times Monday – Saturday.

HEALTH SERVICES UNIT

One HSU Manager and two HSU Assistant Managers; one having an education focus providing management of HSU staff and health care services administration. Additionally, one physician serves the Associate Medical Director for the Wisconsin Women's Correctional System and the Department of Corrections. HSU continues to undergo many positive changes, during FY14 undergoing a mock NCCHC survey November 2013 and the actual NCCHC survey in May of 2014, currently awaiting certification results. Six staff members obtained the CCHP certification with four additional staff currently pursuing this distinction. TCI HSU provides both on-site and off-site specialty care for a wide range of clinical conditions. HSU is open 24/7 to provide inmates access to services for emergency, urgent, chronic, routine, and scheduled health care appointments.

PSYCHIATRIC SERVICES

Psychiatric Services is a component of the Health Services Unit (HSU) concerned with the assessment and treatment of inmates with psychiatric illness. This service is the primary prescriber of psychotropic medications. It works in close alliance with the Psychological Service Unit (PSU) regarding the assessment and treatment of mentally ill inmates. It works, similarly, with (HSU), integrating inmates' medical illnesses and treatment with their psychiatric conditions and treatment. This service has taken on increased autonomy with its own staff meetings and quality improvement projects.

RECLASSIFICATION REVIEW COMMITTEE

The Reclassification Review Committee is responsible for reviewing the inmate's rehabilitative status, recommending security classification and institution placement recommendations. The Reclassification Review Committee consists of Bureau of Offender Classification and Movement representative with TCI representatives from security and treatment disciplines.

ASSESSMENT & EVALUATION

The Offender Classification Specialist is responsible for reviewing the inmate's Judgment of Conviction, Criminal Complaints, Violation Information, and Pre-Sentence Investigations and then making recommendations for programs, security classification and institution placement. During the initial classification process a COMPAS assessment is completed on all inmates that have not had a COMPAS assessment completed within the last 2 year or are incarcerated on a revocation with new charges. The results of the COMPAS assessment are then taken into consideration when assigning programming.

SECURITY & SAFETY

It is the mission of TCI's Security Department to provide a safe and secure facility for the public, staff and inmates as well as being a role model while maintaining professional conduct for TCI and the Department. We want to enable the inmates to learn positive and constructive ways to manage with their issues.

Visits

As an institution, we encourage visits from family members and significant others. We feel this is an integral part of inmates' rehabilitation and reintegration into the community. For FY14, there were 9,825 visits and 16,861 visitors.

Laundry

The laundry at TCI runs with one officer and employs seven inmate workers. The seamstress sews DOC patches and chevrons on officer uniforms, mend and repair inmate clothing and institutional items. The laundry officer also supervises one inmate for detailing the institution vehicles.

Recycling

The Recycling Program started in January of 2013 and is located in the Services Building. As an effort to go greener, the Services Building officer employs 2 inmate workers who are responsible for picking up recycled items from all the units and sorting them for processing by the recycling company.

Maintenance Officers

The Maintenance work crews of 2 correctional officers and 36 inmates, are responsible for maintaining 27 acres of land inside the perimeter fence.

RECORDS

The Records Office is responsible for the admission, legal incarceration and proper release of all female offenders sentenced to prison. Judgments of conviction and court orders are followed and contact is made with the courts when judgments and orders are ambiguous. Release and discharge dates are accurately calculated for every sentence. The Records Office is responsible for the management of inmate legal and social service files, processing of intrastate and interstate detainers, scheduling inmate parole hearings, processing the transfer of inmate files, providing notary and civil services to inmates, maintaining inmate visiting lists, scheduling inmate file reviews, responding to open records requests, and the arrangement and coordination of professional visits, attorney and court phone calls and court videoconferences for inmates.

AGE				
	TCI	MWCC	RECC	TOTAL
14-19	6	0	0	6
20-24	102	9	32	143
25-29	139	16	58	213
30-34	136	10	51	197
35-39	84	9	44	137
40-44	90	11	49	150
45-49	67	15	45	127
50-54	48	10	33	91
55-59	25	9	16	50
60-64	12	2	4	18
65 & older	15	1	3	19
Ave age	36.71	40.38	38.76	
TOTALS	724	92	335	1151

RELEASES				
	TCI	MWCC	RECC	TOTAL
TOTAL	248	92	324	664

RACE/ETHNICITY			
	TCI	MWCC	RECC
White	69.3%	56.5%	73.1%
Black	22.9%	35.9%	22.7%
Asian or Pacific Islander	.4%	1.1%	.3%
American Indian/Alaskan Native	7.3%	6.5%	3.9%
Hispanic or Latino	5.1%	3.3%	1.8%

TRANSFERS				
	TCI	MWCC	RECC	TOTAL
IN	819	260	785	1864
OUT	489	44	100	633

TCI ADMISSIONS	
ATR	32
DCC	3
NEW	269
VOP	213
ESV	135
MRV	9
PV	6

INMATE COMPLAINT REVIEW SYSTEM

The Inmate Complaint Review System (ICRS) is established pursuant to the Wisconsin Administrative Code DOC 310. The ICRS provides a process by which grievances raised by inmates may be investigated and addressed. Under the direction of the Warden, the Institution Complaint Examiner (ICE) investigates the issues raised by inmates and makes a recommendation to the Warden/Reviewing Authority regarding a decision on each complaint. The ICE is then responsible to ensure implementation of the Warden/Reviewing Authority's decision.

During FY14, Taycheedah Correctional Institution received and processed 1698 inmate complaints. This total includes accepted and returned complaints.

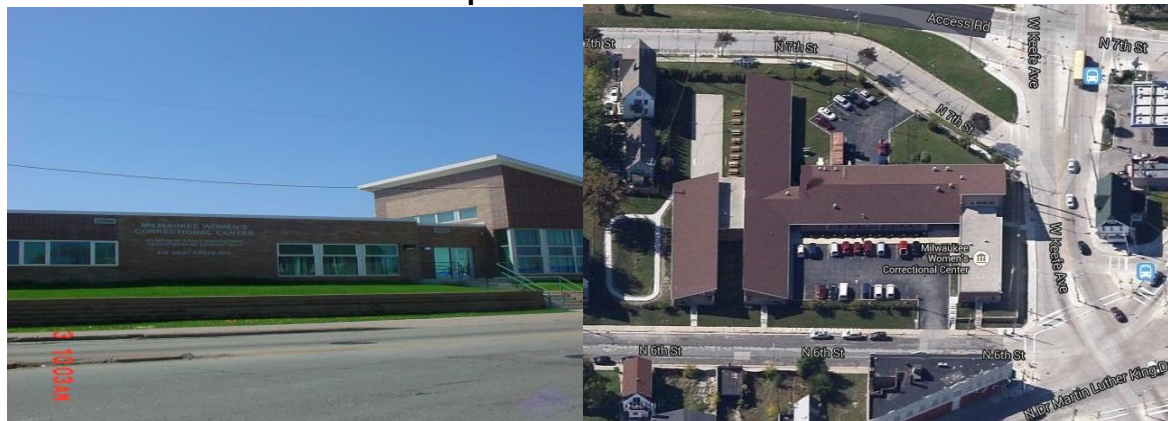
COMPLAINT CATEGORY	NUMBER OF ACCEPTED COMPLAINTS
01 – STAFF	128
02 – CORRESPONDENCE	48
03 – DISCIPLINE	48
04 – MEDICAL	204
05 – PAROLE	7
06 – PERSONAL PHYSICAL CONDITIONS	63
07 – PROPERTY	130
08 – RULES	1
09 – RELIGION	1
10 – WORK AND SCHOOL PROGRAMS	21
11 – VISITING	22
12 – OTHER	137
13 – FOOD	20
14 – CLASSIFICATION	9
15 – COMPLAINT REVIEW SYSTEM	0
16 – DISCRIMINATION	0
17 – INMATE ACCOUNTS	30
18 – BCE	0
19 – HIPPA/BREACH OF CONF. HEALTH INFO	4
20 – STAFF SEXUAL MISCONDUCT	2
21 – INMATE SEXUAL MISCONDUCT	1
22 – DENTAL	8
24 – STAFF MISCONDUCT	11
25 – PSYCHOLOGY	3
26 – PSYCHIATRY	6
TOTAL ACCEPTED COMPLAINTS:	904

MILWAUKEE WOMEN'S CORRECTIONAL CENTER

615 West Keefe Avenue

Milwaukee, WI 53212

(414) 267-6101

Superintendent Pamela Zank

Opened in:	2003
Number of Acres:	1 acre
Center Security Level:	Minimum & Minimum-Community Custody
Bed Capacity:	100 Females
Current Population:	98 (as of 06/30/14)
Uniformed Staff:	15
Non-uniformed Staff:	13
BHS/HSU Staff:	6
Contracted Staff:	1 Employment Specialist, 1 Registered Nurse

ACCOMPLISHMENTS**Buildings & Grounds:**

- Collaboration with TCI & REECC maintaining the center and resolving maintenance issues.
- Canteen kiosk installed. Pilot program for the state, using a touch screen ordering system for inmate canteen.

Education:

- Resource Room – contains GED prep materials, computers for developing resumes/cover letters and Job-net; information regarding job seeking, employment related videos and basic legal resources.

Employee Services Program:

- Committee sponsored donations of mittens, hats, gloves, blankets and knitted animal puppets to Children's Hospital, Project Return and The Bradley Senior Center.
- Donations made by staff to Kids in the Hood program during the holiday season.
- Sponsored daily activities and events for staff during Corrections Employee Week.
- Four staff trained as facilitators for Community Builders program.

Food Service:

- Working collaboratively with TCI, and REECC to hire longer term inmate workers.
- The garden program for MWCC produced 1682 lbs. of various fruits and vegetables that were used in the Food Service Department for FY14. The expanded garden produced almost 700 more pounds of food over last year's total.
- Six inmates obtained the Serv Safe certificate from the Serv Safe Program.

Health Services Unit:

- Nursing services provided by LTE staff.
- Nurse Practitioner on site once a week.
- Psychiatrist is on site four times monthly to prescribe and monitor medications.

Mental Health:

Current staffing of one 50% and one 8 hours of LTE psychological staff are provided weekly at the facility.

Personnel:

- 5-year AODA plan is on file for treatment staff.
- Provided POSC and Suicide Prevention training to non-security staff.

Security:

- Provided training to all security staff in OC carry. All staff now carry OC spray while on duty per DOC directive.
- Provided training in Big Van certifications.
- Provided Suicide Prevention, POSC, First Aid, and CPR/AED training to all staff.

Social Services:

- Re-entry programming is an important component of inmate's curriculum.
- Inmates participated on victim impact panels for Project Return at Marquette University.
- Family Connections Reunification program continued.

COLLABORATION EFFORTS

Community Advisory Board (CAB) MWCC is a member of the Milwaukee Secure Detention Facility (MSDF) Community Relations Board which meets quarterly chaired by Warden Floyd Mitchell.

Deputy Warden group – Superintendents from both WWCS and WCCS along with the Deputy Wardens from RCI and MSDF meet on a quarterly basis to discuss common issues and find ways to better share resources in the South Eastern region.

Milwaukee Advisory Committee Diversity Workgroup – Started at the end of FY14, the Milwaukee Diversity workgroup is a collaborative effort of DAI, DCC, and DJC offices and facilities in the Milwaukee area. This group will be looking at ways to create an inclusive environment that values the diversity of staff and offenders, respects individual talents and differences where all are embraced, celebrated, and treated equitably. The work group also seeks to foster inter-regional dialog conducive to learning, acceptance, and cultural enrichment. The work group will engage in activities and presentations that promote positive understanding of differences and enhance the mission of the DAI, DJC, and DCC in Milwaukee County.

RESTORATIVE JUSTICE

- Court Ordered Obligations - \$5,809.89
- Child Support - \$2,497.49
- Victim/Witness and DNA Surcharge - \$3,804.76
- Room, board and transportation collected - \$166,686.95

Community Services Projects:

FY14 has seen a big increase in community service projects for the center. We are constantly striving to find new ways for the women to give back to the Milwaukee community. These projects include:

- Crochet group – Donate various items (blankets, booties, sweaters, etc. for infants) to shelters and the Salvation Army.
- Victim Rights Week – Inmates participated in making posters displayed around the facility.
- Domestic Violence Week – General population inmates and ERP participants made ribbons to be worn by various groups/individuals during Domestic Violence week.
- Salvation Army – Making bag lunches for the kids, coats and toys for kids program, and various paper art projects (cards, flowers, etc.) for kids and families.
- Operation Payback – Graffiti removal in the Milwaukee urban area.
- Hunger Task Force Inmate volunteer work.
- Club Kids of Milwaukee – various donations for children in the urban Milwaukee area.

PROGRAMS

Earned Release Program (ERP)

ERP has enrolled 42 inmates with 30 successful completions of the six month program.

Family Connections:

The Family Connections (FC) program is an evidenced based program provided through a collaborative effort between the Wisconsin Department of Corrections and ARO Behavioral Healthcare.

COMPEL:

- Road to Employment Success
- Mom as a Gateway

Horizon Visiting Program

Family Reunification Program (FRP) helps children of incarcerated parents cope with feelings of sadness, anger, shame, alienation, confusion and overall dysfunction.

Center for Self Sufficiency

- Healthy Relationship workshops “Within my Reach”
- Project 180 Mentoring Program

Education

- Tutoring (Inmate volunteer tutors)
- GED/HSED preparation from Ms. Done (REECC)
- UW Platteville Correspondence courses
- Financial Literacy
- EEOC

VOLUNTEERS

Alcoholics Anonymous
 Horizon Healthcare
 Narcotic's Anonymous (NA)
 Drug-Out Spiritual Support Group
 Park lawn Church
 Penfield Children's Center
 Project Return
 St. Marks A.M.E.
 St. Martin DePorre
 Holy Redeemer
 Word Center

Holy Temple First Born Church
 Amazing Grace Prison Outreach
 Center for Self-Sufficiency
 New Restoration
 East Brook Church
 Faith at Work
 Gambler's Anonymous (GA)
 Greater New Birth
 Holy Cathedral Church
 United Sister's Ministry

ROBERT E. ELLSWORTH CORRECTIONAL CENTER

21425-A Spring Street
 Union Grove, WI 53182-9408
 (262) 878-6000

Superintendent Michelle Hoffman



Opened in:	1989
Number of Acres:	27 acres
Center Security Level:	Minimum & Minimum-Community Custody
Current Population:	351 (as of 06/30/14)
Uniformed & Non-Uniformed Staff:	122 Includes Permanent, BHS, and LTE
Bed Capacity:	360

ACCOMPLISHMENTS**Buildings & Grounds**

- Outside inmate grounds crew mowed 27+ acres and maintained a large vegetable garden consisting of tomatoes, green peppers, onions, cucumbers, squash and cantaloupe. Inmates learned how to plant, care for and harvest produce. The harvested produce was utilized in food service in preparation of meals. The inmate work crew. Continued their project of mowing the Southern Oaks Correctional (SOC) grounds and up keep of the flower beds.
- Completed work orders:

○ Facilities Repairs – 397	○ Plumbing – 239
○ Mechanical/HVAC – 268	○ Electrical/Electronic – 208

Health Services Unit

- Women's Health Week
- Weight loss programs – one on one as needed
- Calorie Counts on menu
- New models in HSU cervical showing normal vs abnormal and other patient education models.
- HSU partners with Gateway Technical College for nurse interns
 - Flu clinics, for inmates, done via this partnership.
- HSU computer and scheduling program instituted at REECC improves continuity of care and decreases errors.
- Chronic Care Clinics
- Monthly meetings to maintain continuous quality improvement.
- Weekly one-on-one visits for patients with uncontrolled chronic care conditions to aide in self-sufficiency of health care needs.

Earned Release Program (ERP)

ERP had 7 different completion ceremonies with 84 inmates successfully completing the program for fiscal year 2014.

Education

- 272 HSED components completed.
- Averaged 23 HSED students per month enrolled with 3 HSED teachers.
- 16 GED and 15 HSED students completed their diplomas.
- Averaged 44 vocational students per month with one vocational instructor.
- 496 vocational credits received.
- 31 vocational graduates.
- 5 students enrolled in correspondence courses.
- 301 teacher-taught re-entry components completed.
- 45 inmates participated in CGIP; 27 completed CGIP.
- 33 completed Parenting.
- 45 inmates participated in Thinking 4 a Change; 39 completed.

Donations/Community Service

- Helping Hands Community Service program provides inmates with the opportunity to give back to the community. Helping Hands have donated Christmas stockings, baby receiving blankets, super hero capes, teddy bears and quilts to various organizations. Baby quilts and receiving blankets were donated to Racine County Next Generation Now, 100 super hero capes were donated to Racine County Stop Child Abuse and Neglect. Other non-profit organizations such as Women's Resource Center, Wisconsin Correctional Association, Correctional Education Association, UW Carbone Cancer Center's Drive for Hope and Special Olympics received quilts for their fund raisers.
- Inmates have donated crocheted blankets and other items, artwork, Christmas stockings, and quilts to the community. Baby quilts were donated to Racine County Next Generation Now, and other non-profit organizations.
- Our partnership with the Union Grove American Legion Auxiliary continued. The Auxiliary provides coupons that inmates cut and sort. These coupons are then returned to the Auxiliary who sends them around the globe for use by service members at military PX store. During FY14 an average of 11 women per month participated in cutting coupons for a total of 673 hours of community service. The American Legion Auxiliary estimates that \$675,000 in coupons has been clipped since this partnership began in May of 2011.

Employee Services Program (ESP)

The ESP Committee involves various security and non-security staff to sponsor events for all staff to participate throughout the year. Since the inception of this committee, several events have been sponsored:

- Center wide participation in food drive/turkey drive for local food pantry.
- Assisted with the Staff Holiday Potluck.
- Assisted in organizing and committee members available for the Health Fair for staff and inmates.
- During FY14 the ESP committee developed a partnership with RCI, RYOCF, MSDF, and KCC to plan out of work activities for all staff to develop friendships while fundraising for community organizations.
- Organized fund raisers each month with staff for Correctional employee week. Purchased food and prizes for employees.

Food Service

REECC served 404,085 meals in FY14 at an average cost of \$.80 per meal.

Security

- Provided training to all staff on Principles of Subject Control (POSC), CPR/AED, WICS, Conduct Report Writing, Report Writing, and Suicide Prevention.
- Attended training on PREA, Security Threat Groups, and Incident Command System.
- Provided tours and education on REECC to college student Criminal Justice classes and the Gateway Senior Learner's class.
- Conducted several volunteer orientation training sessions.

COMMUNITY RELATIONS BOARD

Racine County Combined Community Corrections Relations Board includes:

- Racine Correctional Institution
- Racine Youthful Offender Center
- Robert E. Ellsworth Correctional Center
- Racine County District Attorney Office
- Racine County Public Defenders Office
- Division of Community Corrections – Region 2
- Elected state and local officials
- Local law enforcement agencies
- Other community agencies that have an interest in the correctional inmate

The combined board members are submitted by Racine Correctional Institution.

TREATMENT PROGRAMS**"A Look Inside"**

"A Look Inside" is a 90 day ATR program that uses a multi-faceted approach to help participants gain insight into one's own destructive behaviors and promote positive life skill void of criminal activity.

PROGRAM PARTICIPATION AND COMPLETIONS

Program	Number of Participants	Number of Program Completions
Anger Management	33	23
CGIP (GP)	46	33
Parenting (GP)	41	33
Violence in Relationships	32	32
Earned Release Program (ERP)	140	84
ATR Program "A Look Inside"	45	39

COMMUNITY SERVICE**Helping Hands:**

Helping Hands offers the inmates an opportunity to give back to the community. Many of the inmates have sewn teddy bears and fleece blankets for the children.

WIGBAC Program

Inmates crochet and knit items like blankets, sweaters, etc. for charity, nursing homes, hospitals, churches, schools and other charitable events upon request.

Adopt a Highway Program

Inmates pick up litter along highways to maintain the environment.

RESTORATIVE JUSTICE

- Court Ordered Restitution Collected - \$15,840.01
- Child Support - \$19,566.99
- Victim/Witness and DNA Surcharge - \$14,553.11
- Room, Board and Transportation collected - \$101,754.42
- Community services projects included:
 - Book Project
 - 150+ hat/mitten sets

VOLUNTEERS

Alcoholics Anonymous
Catholic Archdiocese of Milwaukee
Christian Faith Fellowship
Gamblers Anonymous
Heart of Worship

Jehovah's Witnesses
Joy Ministries
Narcotics Anonymous
Project Return

WORK RELEASE PROGRAM

Inmates who attain the minimum community custody security level are eligible for work release. The purpose of the work release program is to reintegrate inmates back into the community while teaching them job skills, work ethics and supplying them with the financial support they will need to succeed. In the past year, an average number of 33 inmates were on daily work release placement in the community, a 10% decrease from last fiscal year. The Center also provided inmate work crews for Racine Youthful Offender Correctional Facility for FY14. On an average, 4 inmates were on the work crew.